

Department of Human Resources
Carroll County Government
225 North Center Street, Room 100
Westminster, Maryland 21157
410-386-2129



Currently accepting applications for:
Employment Consultant
Carroll County Workforce Development

An Equal Opportunity Employer

Employment Consultant – Carroll County Workforce Development

\$44,700 annually (\$21.49 hourly) (Grade G10), 40 hours per week, *contingent position**

Hours are typically Monday through Friday from 8:00 am – 5:00 pm

Apply by 5:00 pm on Friday, April 29, 2022

Carroll County Workforce Development is currently searching for a highly motivated, organized, and resourceful individual to join our professional workforce development team. CCWD is Carroll County's American Job Center where jobseekers and businesses come for support, guidance, and career development.

As an Employment Consultant, you will support customers with job search methods, skills upgrades, finding their next job, and assisting with developing a training pathway to a new career. You will design and oversee programs for customers and will be responsible for funding decisions involving training and contracting services. You will make referrals to other agencies and provide crisis intervention as necessary. Additionally, you will serve as a liaison with partnership agencies and participate in workforce development initiatives. You will also manage a caseload, monitor customer participation, maintain files, and track data through the Maryland Workforce Exchange system. You will monitor content and scope of training to assure contract compliance and evaluate effectiveness of training consistent with workforce grant regulations.

The ideal candidate for this opportunity will have strong customer service skills, excellent attention to detail and problem-solving skills as well as experience performing data entry and using Microsoft software programs.

See next page for the full job description

Qualifications:

1. Bachelor's degree in Social Sciences, Counseling, Human Resources or related field
2. Two years of direct customer experience in workforce development, human services, counseling, or vocational/educational consulting*

**A comparable amount of training and experience may be substituted for the minimum qualifications*

Benefits of working for Carroll County Government:

- ✓ Low-cost, no deductible healthcare plans (including prescription and vision)
- ✓ Low-cost dental insurance
- ✓ Paid holidays

**Contingent employees are hired under an employment contract which includes paid time off and an additional 3% salary contribution for retirement.*

How to apply:

- Apply online: <https://careers.carrollcountymd.gov/openings/>
- Pick up an application in our office: 225 N. Center Street, Room 100, Westminster, MD 21157
- Call the Carroll County Job Hotline to request an application: 410-386-2020
- Applications must be submitted by 5:00 pm on the date the job closes
- Applications are **not** accepted by fax or email

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The County Commissioners of Carroll County recognize the rights of all people, including County employees, to equal opportunity. Discrimination against County employees on the basis of age, religion, gender, race, color, national origin, sexual orientation, marital status, physical or mental disability is strictly prohibited. The Americans with Disabilities Act, Titles I and II, applies to County government employment. If you have questions, suggestions, or complaints, please contact Kimberly L. Frock, Director and Carroll County Government Americans with Disabilities Coordinator for employment, at the Department of Human Resources (410-386-2129) or Md. Relay 711/800-735-2258. The mailing address is 225 North Center Street, Westminster, MD 21157.

EMPLOYMENT CONSULTANT (ARPA)

GENERAL RESPONSIBILITIES

Coordinates employment and training services for eligible customers through the American Rescue Plan Act in accordance with Federal, State and local laws.

ESSENTIAL TASKS include the following; other duties may be assigned.

1. Provide direct service to customers including intake, assessment, employment development, job search assistance, case consultations, referral and crisis intervention
2. Design and oversee programs for customers
3. Responsible for funding decisions involving training and contracting services
4. Monitor content, procedures and scope of training to assure contract compliance and evaluate effectiveness of training
5. Manage caseload and monitor customer participation and maintain files and Maryland Workforce Exchange (MWE) data entry, record keeping and tracking
6. Serve as liaison with core partner and community agencies and participates in workforce development initiatives
7. Perform related duties as to specific assignments
8. Any employee may be identified as Essential Personnel during emergency situations
9. Provide service to customers by implementing an Individual Service Strategy, answering questions, providing information, making referrals, and assuring appropriate follow-through and/or resolution
10. Communicate with managers, supervisors, co-workers, citizens, and others, maintains confidentiality; and represents the County

EDUCATION AND EXPERIENCE

1. Bachelor's degree in Social Sciences, Counseling, Human Resources or related field
2. Two years of direct customer experience in workforce development, human services, counseling, or vocational/educational consulting*

*A comparable amount of training and experience may be substituted for the minimum qualifications.

KNOWLEDGE, SKILLS AND ABILITIES

1. Read, analyze, and interpret technical procedures and governmental regulations
2. Respond to inquiries or complaints from employees, citizens, members of the community or regulatory agencies
3. Write reports, business correspondence, and procedure manuals
4. Define problems, collect data, establish facts, and draw valid conclusions
5. Work with detail, problem solve and communicate problems
6. Use computer software programs and/or other applications
7. Perform data entry and record keeping